Multi-Announcer

Model **349**

Version 01.02

USER GUIDE

Multimessage Systems Ltd

Units 1 & 2 Cranborne Ind. Estate, Cranbourne Road, Potters Bar Herts, EN6 3JH
Telephone: ++44 (0) 1707 644480 Fax: ++44 (0) 1707 646745
www.multimessage.co.uk

CONTENTS

TECHNICAL NOTES	**3**
Introduction to your announcer	**4**
Facilities	**4**
Installation	**5**
Choosing A Suitable Site	**5**
Unpacking The System	**5**
Installation Procedure (You must follow this!)	**5**
Read This First *(How to control it)*	**8**
Menus	**8**
Function Displays	**8**
Getting started	**8**
Confirmation	**9**
Record- Play- Assign Announcements	**10**
The External Audio Input Socket	**11**
Remote control of the M349	**11**
Remotely Rerecord	**12**
Remote Assignment of Announcement to ports	**12**
Erasing Announcements	**13**
Playing Announcements	**14**
Review or Change Assignment of Announcement to Ports	**15**
Remote control access	**16**
Changing Key Code for remote control	**16**
Allow or bar remote control	**17**
Call Counters	**18**
Total Count Of Calls Received	**18**
Count of Calls Received by each port	**19**
Enable number of announcement plays or disable ports from answering	**20**
Ring delay	**21**
Clearing to dial-tone delay	**21**
Reset all ports	**22**
Reset a port and set its type of clearing signal	**22**
GUARANTEE	**23**

TECHNICAL NOTES

1. This equipment has been approved pursuant to Council Decision 98/482/EC [CTR 21] for pan-European single terminal connection to the Public Switched Telephone Network (PSTN). However, due to differences between the individual PSTN provided in different countries, the approval does not, of itself, give an unconditional assurance of successful operation on every PSTN termination point. In the event of problems, you should contact your equipment supplier in the first instance.

2. The Multimessage Systems model 349 announcer is suitable for connection to Exchange lines which provide Multi-Frequency (MF) signalling. The model 349 announcer is not suitable for connection as an extension to a payphone, neither to a shared-service (party) line or a 1+1 carrier system.

3. Interconnection directly, or by way of other apparatus, of ports marked in accordance with BS 6301 or EN41003 with ports not so marked may produce hazardous conditions on the telephone network and that advice should be sought from a competent engineer before such a connection is made.

4. Interconnection circuits made to the audio in, out and out(8Ω) ports should be such that the equipment continues to comply with the requirements of EN60950 2.3 for SELV circuits. (the voltages in a SELV circuit shall not exceed 42.4V peak or 60V dc). Advice should be sought from a competent engineer before such a connection is made.

5. The system is not suitable for use as an extension to a payphone.

6. Refer all servicing to qualified personnel or to the Multimessage Systems Customer Servicing Department at the address given on the front page of this handbook. The system does not contain any user serviceable parts.

7. **The line cords and mains cable must be disconnected before removing the cover of the announcer system.**

Exchange Lines	MF REN of 3 (TNV3 CIRCUIT)
External input	-10 dBm 600 Ohms peak maximum input.
External outputs	0 dbm 8 Ohms -10 dbm 600 Ohms
Dimensions	255mm long x 320mm wide x 40mm deep
Weight	3.2kg
Power Supply	230V AC 50 Hz
Power Consumption	65mA
Temperature	0 to 40°C working -20 to +70°C storage
Relative Humidity	0 to 95% (non-condensing)

Introduction to your announcer

Read this section to get an overview of how your Multimessage announcer works. This section also contains some important information about conditions for installing and connecting the unit.

The Model 349 is fitted in a one-unit-high case, equipped with 5 ports (analogue telephone lines) in addition to 1 local control telephone handset port. All ports are analogue 2-wire type.
Ports may be connected to:

- An analogue PSTN lines or
- A PBX extension lines

The announcements and settings can be modified while the system continues to function with calls in progress and answering incoming calls on other ports.

Announcement recording and set-up selection requires one of the following:

1. An ordinary tone-dialling telephone handset connected to the local handset port on the rear panel,

2. When remote control is enabled, a tone-dialling telephone handset calling any of the 5 ports via the public/private telephone system.

Announcements

Each port of the M349 announcer is assigned an announcemnent.

Up to 99 different announcements are available.
Each caller hears the relevant announcement from the beginning.

Facilities

- Solid-state (digital) storage of announcements
- 24 hour battery back-up for when mains power fails
- Up to 99 announcements may be recorded
- Announcements may be of any duration, only limited by total storage capacity
- Any announcement may be assigned to any port.
- Announcements can be modified while the system continues to answer calls.
- Any port can have auto-answering enabled, disabled or forced to drop the call in progress
- Auto-answering
- Auto-clearing
- Individual call counts for each port and total count for all the ports, allowing the monitoring of the calls received
- Complete system set-up using MF telephone handset.
- Connection, both input and output via 3.5mm jack sockets for external equipment such as a tape recorder / CD player. Outputs = 0 dbm 8 ohms and –10 dbm 600 Ohms. Input = -10 dBm peak maximum 600 Ohm.
- Remote control may be obtained while the annoucement is heard, via the PSTN, for recording, playing or assining announcements to ports. Access is guarded using a 4 MF digit security code. Individual ports can have remote control enabled.

Installation

Choosing A Suitable Site

The system should be installed on a level, solid surface, where:

- It is near an earthed mains socket outlet, so that the mains lead will reach. This socket shall remain easily accessible.
- The telephone line cords will reach your telephone line sockets.
- There is a minimum of background noise, so that you can record your announcements satisfactorily.
- You can easily see the display (preferably at head height).
- The unit is away from direct sunlight or heating appliances
- Air can circulate around the unit (allow at least 10 mm clearance all round)
- The temperature is maintained between -10°C and 40°C.
- The unit is away from water or corrosive chemicals, particularly salt spray.

Unpacking The System

When you unpack the system from its box, you will find:

- The Multimessage Model 349 announcer.
- A mains lead with fitted plug.
- 5 telephone line cords.
- A telephone handset.
- This User Guide.

Installation Procedure

Please make sure you follow these steps in the correct order, and that you have read the TECHNICAL NOTES.

1 Carefully remove the unit from its plastic bag.

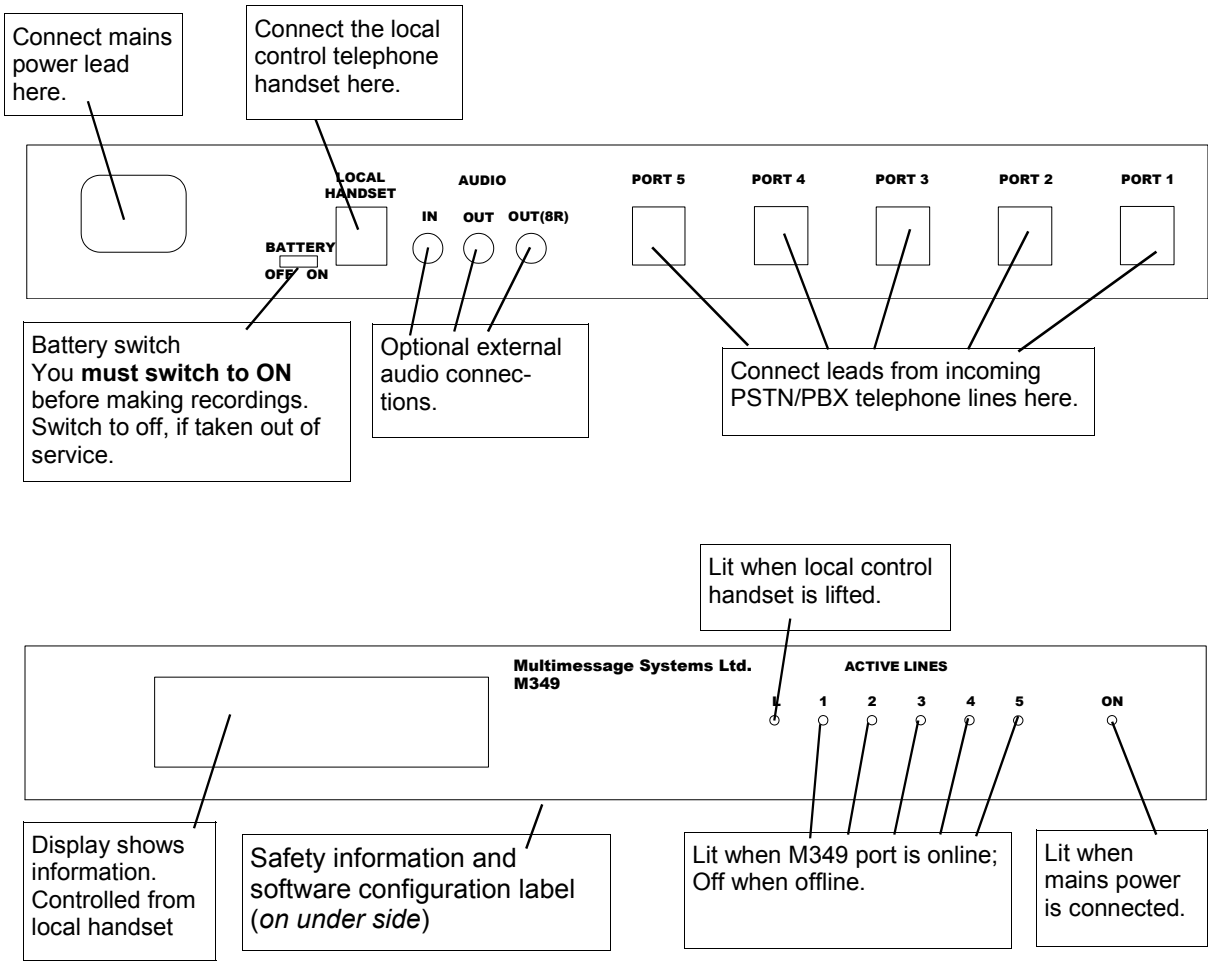
2 Plug the local handset in to the socket marked 'LOCAL HANDSET'.

3 You **must** plug the line cords into the M349 sockets , before connecting the other end to the PSTN or PBX port.

4 Plug the mains lead into the socket at the rear of the unit.

5 With the switch on the mains socket set to **off**, plug the mains lead into the socket. Switch on at the socket.

6 Switch the battery switch to the on position.


Connect mains power lead here.
Connect the local control telephone handset here.
LOCAL HANDSET
AUDIO
IN
OUT
OUT(8R)
PORT 5
PORT 4
PORT 3
PORT 2
PORT 1
BATTERY
OFF ON
Battery switch
You must switch to ON before making recordings.
Switch to off, if taken out of service.
Optional external audio connec-tions.
Connect leads from incoming PSTN/PBX telephone lines here.
Lit when local control handset is lifted.
Multimessage Systems Ltd.
M349
ACTIVE LINES
L
1
2
3
4
5
ON
Display shows information. Controlled from local handset
Safety information and software configuration label (on under side)
Lit when M349 port is online; Off when offline.
Lit when mains power is connected.

Watch the display and check that it shows the information as follows:

When the M349 is first switched on this is the information that appears on the screen. The date is when the software was created. Check that the version is the same as at the foot of this page.

```
M394 V01.02
22 July 2005
```

After a few seconds you will see. This should take approximately 30 seconds.

```
memory check
please wait ..
```

The numbers will vary, depending on the amount of memory installed in your unit.

```
Memory top   8FFF
 size   1000
```

Pick up the local telephone handset. You will hear a tone, indicating that the announcement for this port has not been recorded.

```
M349 version 01.02
      0 calls
```

Press **# # # #** To check the status of the ports. Starting with port 0 the local control hand-

```
 0aannn.........
 ...............
```

0 = Online.
. = not equipped.
a = analogue.
n = analogue with dial tone clearing.

Press * and replace the handset.

```
M349 version 01.02
      0 calls
```

You are now ready to set the system up to answer your callers. Go to **Read This First.**

Read This First *(How to control it)*

Menus

The system works via a series of menus. The display offers you a number of options, to be selected by pressing a key on the telephone. When you press a key, you may see another menu. Inviting you to choose a further option. If you then lift the handset *(You will hear a tone or an announcement if it has been recorded and assigned to port 0*), press the # key, a 'pip pip' tone is played indicating that you are now in the initial menu.

```
Press 1-Record
2-Play/Assign    #→
```

What this means is that you can press:

1 to record or delete an announcement;

2 to play an announcement or assign an announcement;

to see the 2nd menu;

***** to return to play and display the current announcement for port 0;

Function Displays

When you have pressed a key to select a function from the menu, the display may prompt you to key in some data. If you need to key in an announcement number, a port number, etc. the display offers you a default value-usually the one assigned to that port, e.g. Announcement 1. The offered number you can change is blinking to indicate that you can key in a new digit. Alternatively, if you want to accept the value shown, just press the **#** key

The # key-where a number is offered the **#** key accepts the number.

The * key-is used to exit from the current function without making further changes and in many places the * key allows a correction to be made by backspacing to the previous digit, number or menu.

The 0 key-is used to step to the next available announcement number for recording or playing announcements.

If the handset is replaced before a sequence is followed through to its usual ending then wherever possible the M349 reverts to its condition before the sequence began.

Getting started

Using the procedure for 'Record- Play- Assign Announcements' record the following:

"*Hello this is... (*your name)" plus any other information such as "*your call may be recorded*" or "*I am very sorry I am unable to connect you*". Add any other information such as *the times when you will be able to take calls*.

Confirmation

When you have completed the recordings and assignments, replace and then pickup the local handset. The local telephone now plays the announcements, in the same way as callers would hear them. To make changes, press **#** for the main menu.

When an announcement has started to play, you will need to press the **#** key within the first 10 seconds to gain control. If longer than this, replace the handset and start again.

Record- Play- Assign Announcements

Lift handset press **#** . From the main menu press **1** for record.

```
   Record ann   1
 01..99     #-start
```

Enter announcement number or press **#** to accept the one offered.

Or if the announcement exists.

```
   Re-record  1 ?
 0-next *-no  #-start
```

Enter announcement number,
press **#** to re-record the one offered,
0 to find first available
or
***** to end without re-recording.

Press **#** to start the recording.

```
    Recording  1
free   1634    #-stop
```

Shows seconds of free recording time available to you.

After the tone, speak clearly into the handset.

Press **#** to stop
or
***** to pause, resume by pressing
***** again.

```
 1 Playing Time   14
 #-Accept  *Do again
```

Shows length of recording in seconds.

The announcement you have just recorded is played.

Press **#** , to accept and review or change the assignment,
or
***** or any other key will **discard** your new recording.

```
Ann  1 assigned to
 ports  0.. 1 #-next
```

Shows range of ports to which this ann is currently assigned and offers start of the range.

The announcement is played repeatedly

Press **#** to accept
or
0..5 change the start of range,
or
***** to exit without changing the assignment.

```
Ann  1 assigned to
 ports  0.. 1 #-next
```

Offers end of the range.

Press **#** to accept
or
0..5 change the start of range,
or
***** to exit without changing the assignment.

```
Press 1-Record
2-Play/Assign    #→
```

The peep-peep is played indicating that you are back at the main menu again..

The External Audio Input Socket

The external input socket may be used for recording speech or music.

If speech with background music is required then follow the section 'Record Announcements' until it displays '**#** to start'. Start the CD Player (or Tape), press **#** key to start the recording, say your announcement, then press the **#** key to end the recording.

If speech from the handset is not required then follow the section 'Record Announcements' until it displays '**#** to start'. Press secrecy / Mute button *(to mute the handset microphone)*, start the CD Player (or Tape) when it reaches the section of music that you wish to record, press **#** key to start the recording, then press **#** key to end the recording.

To record a mixture of speech and music e.g. "You have been placed on hold, please wait", follow the section 'Record Announcements' until it displays '**#** to start'. Press **#** key to start recording; once you have finished recording your speech press ***** to pause, press the secrecy button, then start the CD Player (or Tape); press ***** to continue recording. Once the section of music you wish to record has finished press **#** key to end the recording.

The level of music should be kept low to avoid the automatic gain control circuit from compressing the music. Replaying compressed music to the callers may cause them to be prematurely cut off.

Remote control of the M349

Before you can use remote phone control you must enable remote access to the ports that you are going to use for this. (see Remote control access).

Call the remote control port. Listen for the announcement then press # you will now hear silence. Enter your 4 digit key code,(default code is **0 0 0 0**)when correct you will hear 'pip pip' tone played. You can now select the functions from the main menu:

1-Record or **2**-Play/Assign. The 2nd menu is not accessible.

Remotely Rerecord

The following assumes that the Announcement number you wish to rerecord is the same as currently assigned to the port you are using for remote control. If the number is different then go to ***Remote Assignment of Announcement to ports*** first.

Press **# x x x x** (your remote access key code)

After gaining remote access you will hear 'pip pip', press **1 #**

to start recording, speak after the tone, press **#** to stop. The recording

that you have just made is played back to you for confirmation.

Press **#** to accept the new recording, any other key will **discard** the new

recording. (Callers will continue to hear the old one.)

Press ***** you will hear the'pip pip' tone confirming that you are back at the main menu again.

Press ***** again and the message that is assigned to the port you are calling on will be played and remote control will end.

Remote Assignment of Announcement to ports

Press **# x x x x** (your remote access key code)

After gaining remote access you will hear 'pip pip'

Press **2** The first announcement starts to play

Press **0** to play the next, or enter the announcement number **1..9 9** press **#**

to start.

When you hear the one to be assigned:

Press **#** then **1..5** for the first port in the range, then **#** to accept.

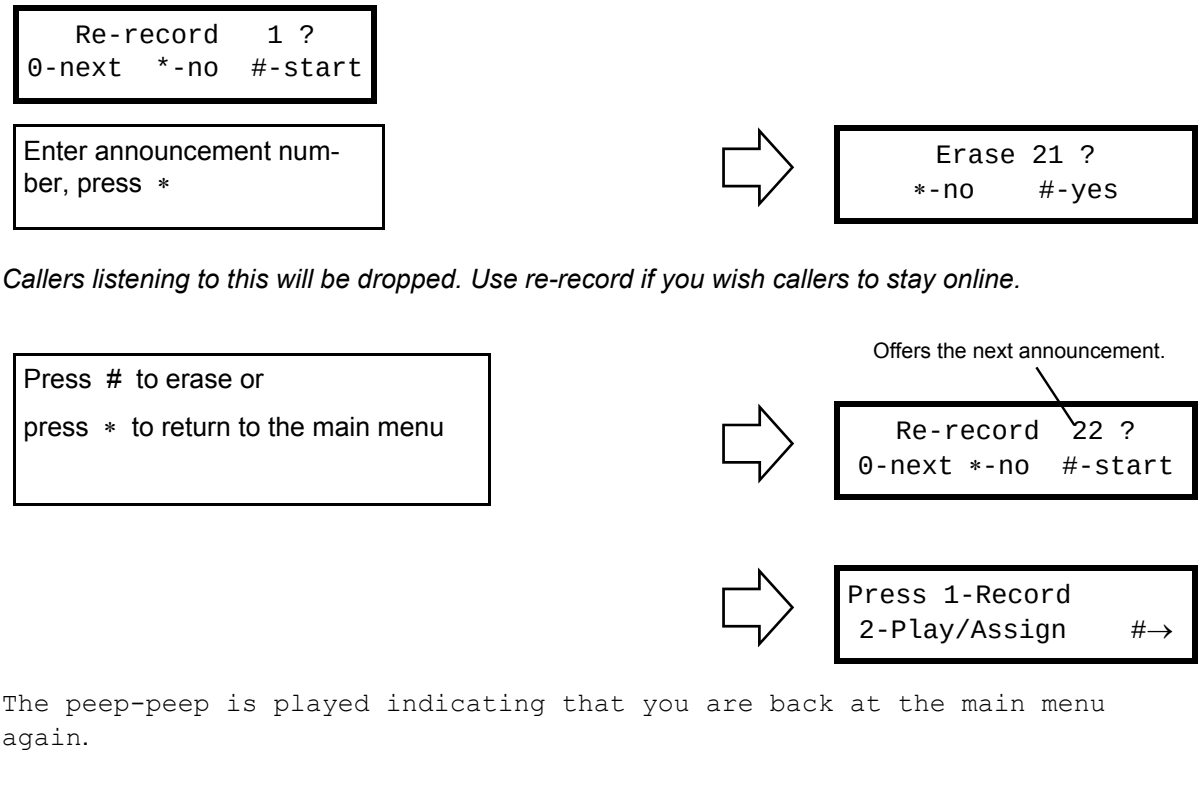
Enter **1..5** for the last port in the range, then **#** to accept.

You will hear the 'pip pip' tone confirming that you are back at the main menu again.

Press ***** again and the message that is assigned to the port you are calling on will be played and remote control will end.

Erasing Announcements

Lift handset press **#** . From the main menu press **1** for record.



Callers listening to this will be dropped. Use re-record if you wish callers to stay online.

The peep-peep is played indicating that you are back at the main menu again.

Playing Announcements

If you are playing in a noisy environment, press the Secrecy key to ensure that noises from the handset microphone do not interfere with any MF digits.

Selecting an announcement to play

Lift handset press # . From the main menu press 2 for play

Shows length of recording in seconds.

```
 1 Playing Time    14
1..9 #-assign 0-next
```

The first recorded announcement starts playing.

Press #

To select an announcement:

press digits for the announcement number 1.. 9 9 ,

press #

to start playing it.

```
Ann 23
1..99     #-Accept *→
```

At the end the display shows

```
23 end    11 seconds
1..9 #-assign 0-next
```

To select another press digits for the announcement number 1.. 9 9, press #

If the announcement has not been recorded then the display will show-

```
 Ann 21 not recorded
             0-Next *
```

Select another announcement number, or 0 for the next recorded one.

If no announcements have been recorded then the display will show-

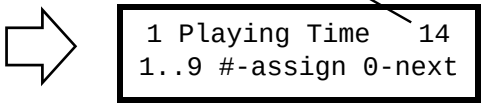
```
There are no anns.
     recorded
```

Press * to return to the main menu.

Press * to return to the main menu at any time.

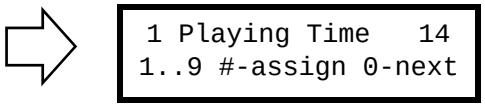
Review or Change Assignment of Announcement to Ports

Lift handset press # . From the main menu press 2 for play

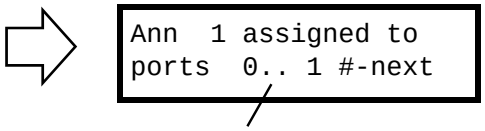


The first recorded announcement starts playing.

Select announcement. Press digits for it's number 1.. 9 9 , press #
to start playing it.



Press **#** , to review or change the assignment.



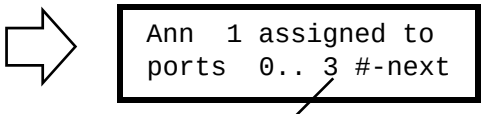
The announcement is played repeatedly.

Shows range of ports to which this act is currently assigned and offers start of the range.

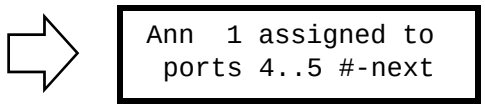
Select port for the start of range, press digits for it's number 1.. 5,

press # for range end offer,

to review next range of ports if present or return to the main menu if no other range exists.



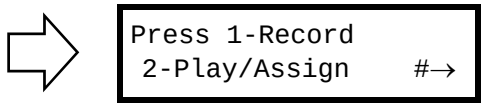
Offers end range of ports.



Select port for the end of range, press digits for it's number
1 .. 5, press # to accept
and review next range of ports if present or return to the main menu if no other range exists.

or

* to return to the main menu.



The peep-peep is played indicating that you are back at the main menu again.

Remote control access

Changing Key Code for remote control

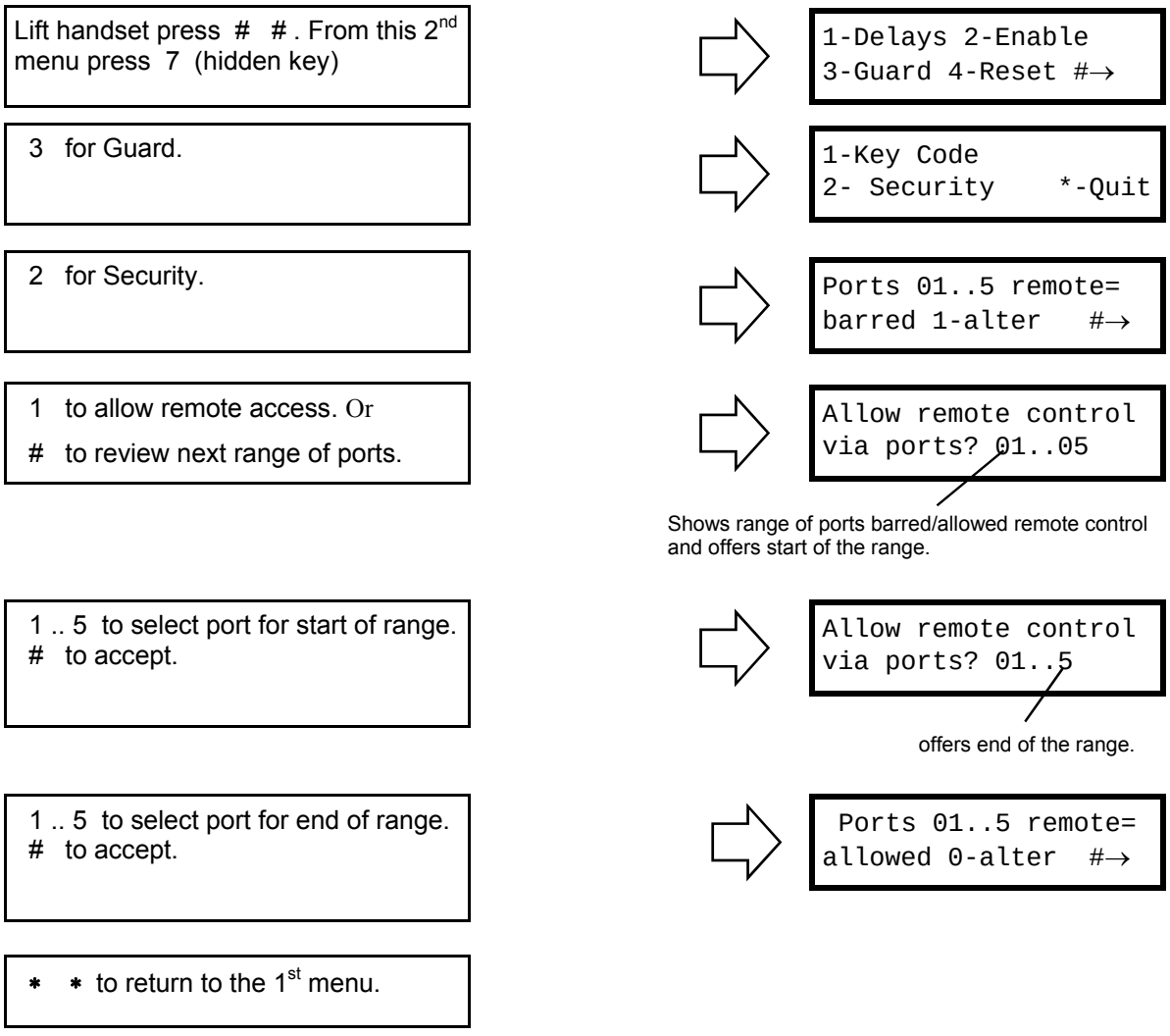
At the time of installation remote control access will be barred.
You may only change the access key code. It cannot be reviewed.

Lift handset press # # . From this 2nd menu press 7 (hidden key)	⇨	1-Delays 2-Enable 3-Guard 4-Reset #→
3 for Guard.	⇨	1-Key Code - Security *-Quit
1 for Remote control key.	⇨	0000 code for key remember? *-no #-yes
Enter the your new code ***and make a note of it*** 0 0 0 0 .. 9 9 9 9. # to accept.	⇨ ⇨	1234 code for key remember? *-no #-yes Key remembered for remote control #→
* * to return to the 1st menu.	⇨	Press 1-Record 2-Play/Assign #→

The peep-peep is played indicating that you are back at the main menu again.

Allow or bar remote control

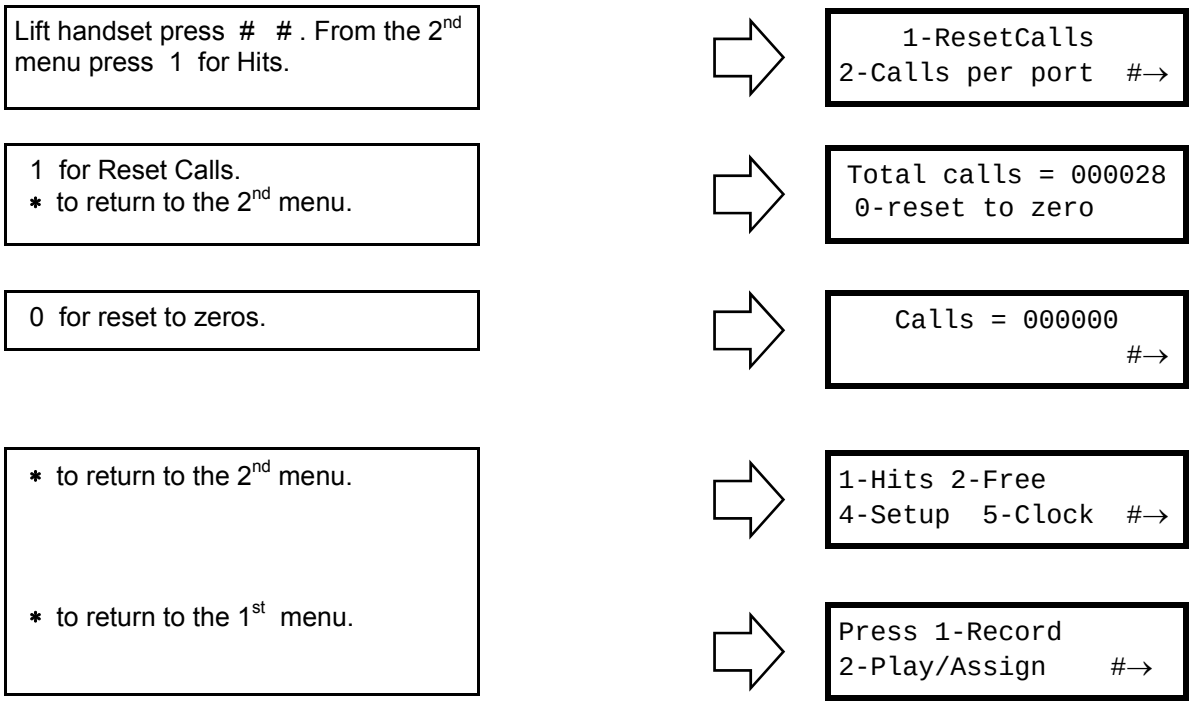
Change or review the range ports allowed to control the system for making changes such as new recordings or assign announcements to other ports. At the time of installation remote control access will be barred.



The peep-peep is played indicating that you are back at the main menu again.

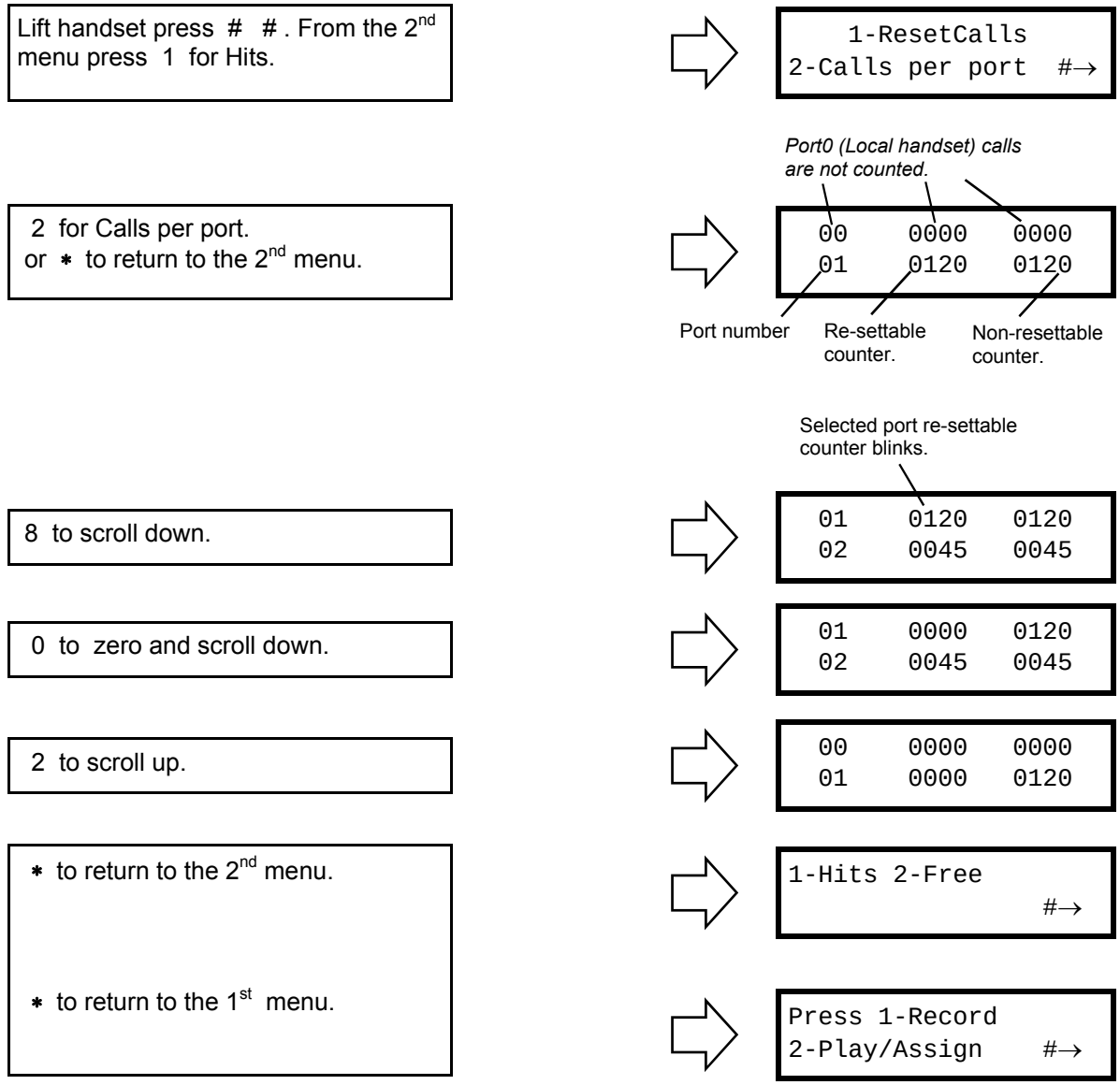
Call Counters

Total Count Of Calls Received



The peep-peep is played indicating that you are back at the main menu again.

Count of Calls Received by each port



The peep-peep is played indicating that you are back at the main menu again.

Enable number of announcement plays or disable ports from answering

Change or review the number of times the announcement will be repeated to callers for a range ports.

Lift handset press # # . From this 2nd menu press 7 (hidden key)

```
1-Delays 2-Repeats
3-Guard 4-Reset #→
```

Number of repeats blinks.

2 for Repeats

```
00.. 05 play 1 times
0..9 to alter  #-next
```

to review next range of ports.
(Only if different settings have been used)
Or 1 .. 7 for number of repeats.
Or 0 to stop ports from answering
Or 9 to answer from 'Ring Start' and repeat playing until a clear signal is received.
Or 8 to answer from 'Loop Start' repeat playing. A clear signal will re-start the announcement.
Or * to quit.

```
00.. 05 play 2 times
0..9 to alter  #-next
```

The display will not change if all ports are the same when reviewing

```
04.. 05 play 3 times
0..9 to alter  #-next
```

```
00..05 not to answer
calls            #→
```

after 0..9 press, # to accept

Or * to quit.

```
Enable 0 plays
 to ports 0.. 5
```

0 ..5 for start of range.

to accept

0 ..5 for start of range.

to accept

```
Enable 0 plays
 to ports 4.. 5
```

```
Enable 0 plays
 to ports 4.. 4
```

* to return to the 1st menu.

```
Press 1-Record
2-Play/Assign    #→
```

The peep-peep is played indicating that you are back at the main menu again.

Ring delay

Review or change the time before an incoming call is answered.

Lift handset press # # . From this 2nd menu press 7 (hidden key)		1-Delays 2-Enable 3-Guard 4-Reset #→
1 for Delays. 1 for Ring		Delay? 1-Ring 2-Tone *-Quit
1..99 seconds. # to accept or * to quit.		Ring delay = 01 sec 0..99 #-accept

Clearing to dial-tone delay

Review or change the time dial-tone has to be present before an incoming call is cleared. If the time is short, noise from the caller may cause premature clearing. If the time is long, you could experience false calls, where callers hang up during the announcement and the disconnect clear signal from the PSTN is not presented. *Only change from the default value of 5 seconds if you are experiencing problems.*

Lift handset press # # . From this 2nd menu press 7 (hidden key)		1-Delays 2-Enable 3-Guard 4-Reset #→
1 for Delays. 2 for Tone clear.		Delay? 1-Ring 2-Tone *-Quit
0.1..9.9 seconds. # to accept or * to quit.		Tone delay = 5.0 sec 0.1..9.9 #-accept

Reset all ports

Only use this if you are experiencing problems.
Calls in progress will be cut off. The stored announcement data will be tested and cleared if found to be incorrect. Make a note of your current settings before you follow this procedure.

Lift handset press # # . From this 2nd menu press 7 (hidden key)	⇨	1-Delays 2-Enable 3-Guard 4-Reset #→
4 for Reset.	⇨	1-Reset All 2-Port type *→
1 for Reset All. After a few seconds it returns to the 1st menu.	⇨	Press 1-Record 2-Play/Assign #→

Reset a port and set its type of clearing signal

Only use this if you are experiencing problems.
A call in progress will be cut off. The stored announcement data will remain unchanged. Only change the type to 'analogue' if callers are prematurely disconnected while listening to announcements with tones or music, otherwise you could experience false calls, where callers hang up during the greeting and the disconnect clear signal from the PSTN is not presented.

Lift handset press # # . From this 2nd menu press 7 (hidden key)	⇨	1-Delays 2-Enable 3-Guard 4-Reset #→
4 for Reset.	⇨	1-Reset All 2-Port type *→
2 for Port type.	⇨	Port 0 not used 1..05 *→
1..5 enter port number	⇨	Port 1 DTone 1..05 #-Change *→
# to change port type	⇨	1-Analog 3-Analog+DTone *→
1 to reset to analogue port type. 3 to reset to analogue + dial tone clearing port type.	⇨	Reset completed for port 01 #→
# for next port		

GUARANTEE

Multimessage Systems Ltd. guarantees this product for one year from the date of purchase provided that:

- The product has only been used for its intended purpose, and has not been subjected to misuse, or been wilfully or accidentally damaged.
- The product has been installed according to the maker's Installation Instructions.
- The product has not been tampered with or repaired by anyone other than Multimessage Systems Ltd. or its approved agents.

If a fault occurs in this product within twelve months of purchase you should return it to where you bought it, together with the sales receipt, and it will then be replaced or repaired free of charge.

This guarantee does not affect your statutory rights and is applicable to the United Kingdom only.